



Selwyn College Cambridge

Conference & Events Coordinator

Job Description

Job title:	Conference & Events Coordinator
Department:	Conference & Events
Reports to:	Conference & Events Manager
Working pattern:	Full-time, 37.5 hours per week
Contract:	Permanent, subject to probationary period

Purpose of the role

To work with the Conference & Events team to maximise sales and revenue from the College's commercial opportunities, whilst ensuring the core academic aims of the College are maintained and supported.

The busy conference and events operation serves as a vital source of income for the College. Reporting to the Conference & Events Manager, the post holder will coordinate all necessary administrative and sales arrangements from the initial enquiry through to post-event feedback, ensuring a well-coordinated and professional approach to event communication is maintained. The post holder will provide accurate information in a timely manner to support colleagues within operational teams, aiming to continuously improve the experience of members and guests at events within the College.

Key duties and responsibilities

Sales and marketing

- Maximise sales opportunities and identify sales leads and maximise opportunities in order to drive revenues in line with the budget.
- Provide clients with accurate advice and information on all College facilities and ongoing developments. Coordinate client and supplier site visits when necessary.
- Ensure all conference and event enquiries are responded to promptly and efficiently, providing accurate and timely responses.

- Be a point of contact and liaison for onsite event organisers, dealing with requests and changes quickly and efficiently, communicating changes to relevant team members and departments when necessary.
- Load reservations and allocate bedrooms from the SpeedyBooker B&B booking system, create group booking codes and handle relevant customer queries as they arise. Additionally, allocate bedrooms and manage rooming lists for conference guests and event visitors.
- To ensure that the team responds to 'Meet Cambridge' enquiries via Simpleview on a daily basis.
- Maintain an active relationship with 'Meet Cambridge' and attend meetings as required.
- Assist with the administration of marketing initiatives.

Team

- Work closely and maintain clear communication with the immediate team: the Conference & Events Manager, Conference & Events Deputy Manager, Internal Conference & Events Coordinator, Catering & Events Administrator and the Facilities & AV Support Supervisor and Assistant.
- Support the Catering & Events Administrator when necessary to ensure all documents for each event (including menus, signage, seating plans and allergy menus) are completed within the required timescales and are distributed to the relevant departments.
- When invited, attend meetings, take and record action notes. Occasionally, represent Selwyn College at external meetings.
- Develop a robust knowledge of Mercury (the College's room booking and property management system), using this to support event bookings.
- Contribute to a highly positive and passionate department environment.

Service and product

- Hold planning meetings prior to events; liaise and negotiate with clients to confirm all requirements prior to events; communicate information to relevant internal departments in a timely fashion.
- Maintain personal contact with clients (both existing and new), fostering great relations to maximise customer satisfaction. Monitor to ensure all administrative arrangements from initial enquiry through to the conclusion of the event are completed.
- Gain post-event feedback and ensure this is distributed to all those involved, follow-up

actions are taken and communicated to clients when appropriate.

- Regularly monitor competitor activity as requested by the Conference & Events Manager.
- Liaise with the Catering, Housekeeping and Porters teams, along with other departments as necessary to ensure the smooth execution of all events. Making sure all numbers, guidance notes and other information are communicated efficiently and within appropriate timeframes.
- Ensure weekly department function packs are completed and distributed within the correct timeframes.
- Provide the highest standard of customer service to all clients whilst delivering a professional service. Be an ambassador for the College at all times.

Financial

- Ensure accurate deposit and final balance invoices are completed for all relevant events.
- Support the data integrity of the Mercury database and office processes to ensure departmental compliance with GDPR.

Other duties

- Attend health & safety training as provided by the College. Report any health and safety, IT and maintenance concerns and take appropriate action to rectify them to an acceptable timescale.
- Undertake any other reasonable duties as may be required by the Conference & Events Manager, or their Deputy.

These duties may change from time to time in consultation with the post holder, to reflect the needs of the College.

Requirements for the role

Criteria	Essential	Desirable
SKILLS		
Confidence in dealing with clients and building relationships, internally and externally	✓	
Ability to communicate clearly and effectively with a variety of audiences	✓	
Excellent organisational and administrative skills	✓	
Excellent customer service skills	✓	
Ability to prioritise workloads and balance competing demands to a deadline	✓	
Ability to be proactive and work on own initiative using common sense and diplomacy	✓	
IT and digital proficiency, including MS Office suite	✓	
EXPERIENCE		
Experience in planning and delivering events to the highest standard	✓	
Previous experience of selling and delivering conferences and events in a comparable venue or environment		✓
Understanding of the University of Cambridge and its collegiate structure		✓
Previous experience of accommodation/events database software		✓
EDUCATION		
Educated to A-level standard or equivalent professional experience and/or qualifications	✓	
PERSON SPECIFICATION		
Team player, with a friendly and efficient manner	✓	
Accuracy and a meticulous eye for detail	✓	
Well-presented, professional appearance	✓	
Willingness to be flexible and to work very occasional evenings or weekends to meet the needs of the team/department. (Time off in lieu will be given)	✓	
A positive attitude and willingness to show initiative to solve problems and contribute ideas	✓	
Resourceful, level-headed and able to deal with pressurised situations in a calm and efficient manner	✓	

If you do not meet all the criteria, don't be deterred from applying if you feel this role is for you. You may have other relevant skills and experience which would prove valuable in this role.

Where you fit in the structure:

